



Unleashing Passion and Purpose
in People and Organizations

Objectives

- Understand the key components for creating a safe environment conducive to effective decision-making
- Identify the Six Hats of Effective Decision Making
- Practice wearing different hats
- Develop key skills for effective group decisions:
 - Understand the diverging/converging process
 - Raise difficult issues
 - Ask the right questions
 - Effective dialoguing
 - Generating solutions
 - Creating agreement
- Implement successfully

Wearing the Six Hats of Effective Decision Making

Description: Group decisions can be a challenging process. How many times have you sat in a meeting where important decisions needed to be made but they weren't, instead of coming to an agreement one or more of the following occurred: members didn't participate and share their ideas; conflicts erupted; the meeting droned on with no clear solutions identified; everyone left frustrated?

When participants wear the six hats of effective decision making they begin to look at a problem or situation from different angles which leads to a clearer understanding the issues, and they spot opportunities not always recognized through traditional decision making approaches. In addition they walk away with a decision they all can support.

Agenda:

Setting the Stage for Effective Group Decisions

- ◆ Decision processes
- ◆ Productive versus unproductive conflicts
- ◆ Creating a safe environment
- ◆ Clarifying the problem or issues

Wearing the Six Hats of Effective Decision Making

- ◆ Understanding the hats
- ◆ Wearing the hats
- ◆ Asking the right questions with the hats
- ◆ Effective dialoguing
- ◆ Integrating the hats and diverse ideas
- ◆ Generating practical and creative solutions

From Solutions to Implementation

- ◆ Clarify agreement and commitment
- ◆ Staying on tract
- ◆ Evaluating the decision

Methodology: This is an interactive program which combines short lectures, scenarios and exercises.

Length: One day

AV Needs: Flip Charts, markers, tape

Materials: Customized workbook plus materials for creating hats the hats